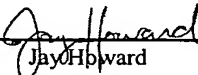


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Benjamin A. Knott et al.
Date Filed: December 15, 2003
Title: **System, Method and Software for a Speech-Enabled
Call Routing Application Using an Action-Object
Matrix**

Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as Express Mail No. **EV352386296US** addressed to: Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.


Jay Howard

December 15, 2003

Date

Dear Sir:

INFORMATION DISCLOSURE STATEMENT


Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form, be considered and cited in the examination of the above-identified application. Since the present Application was filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 are not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. §1.98(A)(2)(i) by the U.S. Patent and Trademark Office.

Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that these references are material to the patentability of the present application.

Applicants believe no fees are due for this Information Disclosure Statement, however, the Commissioner is hereby authorized to charge any fees to Deposit Account No. 50-2148 of Baker Botts L.L.P. in order to effectuate this filing.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicants


Brian A. Dietzel
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Date: December 15, 2003

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PTO-1449 Information Disclosure Citation in an Application				Application No. Unassigned		Applicant(s) Robert R. Bushey, et al.	
				Docket Number 064198.0177 (LB1003)		Group Art Unit	Filing Date December 15, 2003

U.S. PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A.	5,675,707	10/07/1997	Gorin, et al.	395	2.66	09/15/1995
	B.	6,094,635	07/25/2000	Scholz, et al.	704	270	09/17/1997
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	E.	US 2002/0087328 A1	07/04/2002	Denenberg, et al.	704	275	12/28/2000
	F.						
	G.						
	H.						
	I.						

FOREIGN PATENT DOCUMENTS								
		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	J.							
	K.							
	L.							
	M.							
	N.							

NON-PATENT DOCUMENTS		
	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
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	P.	
	Q.	
	R.	
	S.	
	T.	
	U.	
	V.	

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.